

VIRGINIA Relay Service

February, 2003

Commendations

TTY February 3, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY February 3, 2003

The customer commended the CA for being helpful.

Category: CA/OPR Related

Voice February 5, 2003

The customer commended the CA for her intonation.

Category: CA/OPR Related

Voice February 5, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY February 6, 2003

The customer commended the CA for being helpful and polite.

Category: CA/OPR Related

Voice February 9, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY February 14, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY February 20, 2003

The customer commended the CA for keeping her informed during the call.

Category: CA/OPR Related

Voice February 26, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice February 28, 2003

The customer commended the CA for her intonation.

Category: CA/OPR Related

Complaints

TTY February 19, 2003

The customer was upset that although her daughter's line has a relay block on it, calls are still being placed to her.

Category: Other (Misc)

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer that there are other relay providers that callers can use to get their call through. Suggested she track CA IDs on calls.

Contact Closed: February 20, 2003

TTY February 21, 2003

The customer complained the CA had not relayed the call verbatim.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 21, 2003

Voice February 28, 2003

The customer has a relay block on her line, but she is still receiving relay calls.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer we would follow up.

Contact Closed: February 28, 2003

Inquiries/Comments

TTY February 4, 2003

The caller wanted to ensure that a relay block was on her daughter's phone line.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Confirmed the block is still on the line and will only be removed if she requests it.

Contact Closed: February 4, 2003

TTY February 7, 2003

The caller requested blank copies of the Relay Choice Profile form to distribute to clients.

Category: Outreach/Marketing

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Sent the caller the information she requested.

Contact Closed: February 7, 2003

Voice February 7, 2003

The caller asked where or how to obtain a TDD/TTY.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: February 7, 2003

Voice February 7, 2003

The caller had questions about relay.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained the Voice Carry Over feature and TTYs, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: February 7, 2003

Voice February 9, 2003

The caller inquired about large print directories for people with vision loss.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department of the Blind and Vision Impaired for assistance.

Contact Closed: February 9, 2003

TTY February 13, 2003

The customer wanted to update his/her profile.

Category: Other

Escalation: Received by the U.S. mail and handled by the National Customer Care Center.

Resolution: Updated the customer's profile, and advised the customer it had been done.

Contact Closed: February 13, 2003

TTY February 13, 2003

The caller needed a number for the Virginia Department for the Deaf and Hard of Hearing.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Provided the caller with the information he requested.

Contact Closed: February 14, 2003

Voice February 14, 2003

The caller wondered if an IP Relay call she received could be traced to find out who called her.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained all call information is confidential. Offered an IP block, but the caller declined.

Contact Closed: February 14, 2003

TTY February 17, 2003

The customer requested that AT&T Relay Customer Service contact him, but he did not indicate what information he needed.

Category: General Information

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Contacted the customer, and requested more information concerning his inquiry.

Contact Closed: February 18, 2003

Voice February 24, 2003

The caller complained about receiving relay calls.

Category: Other

Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.

Resolution: Requested and implemented a relay block as requested.

Contact Closed: February 24, 2003

Voice February 24, 2003

The customer requested a collect only restriction be placed on several telephone numbers.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the restriction as requested, and advised the caller it had been done.

Contact Closed: February 24, 2003

Voice February 26, 2003

The caller requested a toll restriction be placed on the line.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.

Contact Closed: March 1, 2003